GOVERNMENT OF INDIA
CIVIL AVIATION
LOK SABHA

UNSTARRED QUESTION NO:3038
ANSWERED ON:09.12.2002
NEW SHUTTLE LOUNGE AT MUMBAI AIRPORT
DR. KIRIT SOMAIYA

Will the Minister of CIVIL AVIATION be pleased to state:

(a) whether Indian Airlines have started new shuttle lounge at Mumbai Airport;

(b) if so, the details thereof;

(c) whether complaints from Members of parliament have been received regarding the furnitures and amenities not being up-to the mark;

(d) if so, the details thereof;

(e) the action taken in this regard; and

(f) the name of the developers alongwith the terms and condition?

Answer

MINISTER OF STATE IN THE MINISTRY OF CIVIL AVIATION (SHRI SHRIPAD YESSO NAIK)

(a) and (b): A new shuttle lounge at the departure level of Terminal 1A has been put into operation by M/s. Oberoi Airport Services for Indian Airlines Limited. The shuttle lounge became operative with effect from 27th October, 2002.
(c) and (d): Yes, Sir. Complaints have been received from certain Members of Parliament about the condition of the chairs and sofas in the shuttle lounge.
(e): The matter was taken up with M/s. Oberoi Airport Services who were asked to immediately refurbish the chairs and sofas placed in the shuttle lounge. The chairs and sofas have since been refurbished.
(f): The shuttle lounge services at Terminal 1A is being provided by M/s. Oberoi Airport Services. The terms and conditions, inter-alia, contain the following :-
i) Indian Airlines would continue to provide its executive class passengers amenities a t the shuttle lounge of M/s. Oberoi Airport Services at Terminal 1A.

ii) The shuttle lounge will cater only to Indian Airlines passengers. N o other passengers or card holders will be entertained at the shuttle lounge.

iii) The payment would be made by Indian Airlines on monthly basis based on the number of passengers.

iv) The agreement can be terminated by Indian Airlines by giving one month notice.

v) M/s. Oberoi Airport Services will provide two staff in this shuttle lounge in each shift to assist the passengers.

vi) Any breach of the above conditions will be considered as deficiency of service and penalty of not paying the bill for the whole day will be applicable.